

Somerset West and Taunton

Job Description & Person Specification

JOB TITLE:	Case Manager
REPORTING TO:	Appropriate Operational Manager, Specialist or
Headship LOCATION:	Flexible and Variable
GRADE:	F

Key tasks

- Efficient, effective and consistent processing
- Administration
- Understanding of customer need
- Supporting customer self-serve
- Spotting opportunities for further enabling and self-serve
- Continuous improvement of processes and procedures
- Understand when to consult with others, including specialists
- Understanding information
- Knowledge sharing
- Manage more complex cases and projects
- Develop tools, guidance notes and enable team to widen knowledge
- Wider knowledge of several areas of the business
- Building and presenting business intelligence
- Finding solutions and proposing options

Knowledge

Essential

- Competent in the use of Microsoft Office.
- Principles of good customer service
- Excellent knowledge of different services across the Councils
- Values and promotes equality and diversity
- Understands the principles of data protection

Desirable

- Experience of working with elected members or in a political environment.
- Knowledge and understanding of Health & Safety legislation and requirements

Skills & Abilities

Essential

- Commitment to providing excellent customer service
- Excellent communication skills both written and oral, with a good telephone manner
- Numerate
- Good interpersonal skills
- High level of accuracy and attention to detail
- Ability to work under pressure
- Team Player
- Persuasive and encouraging adopting a coaching style to enable customers

Desirable

- Problem solving and decision making

Qualifications

Essential

- Good general standard of education (minimum to GCSE standard or equivalent, including English and Mathematics)
- Evidence of continuing development of professional skills, e.g. through training, qualification and/or experience.

General Requirements

To undertake other duties as reasonably required

Actively demonstrate the behaviours as detailed in the Councils' Behaviour Framework

This job description sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

SIGNED:

DATE: